



County of Los Angeles CHIEF ADMINISTRATIVE OFFICE

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December 29, 2006

To: Supervisor Zev Yaroslavsky, Chairman
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From: David E. Janssen
Chief Administrative Officer

SERVICE INTEGRATION BRANCH - THIRD SEMI-ANNUAL STATUS REPORT

This is the third semi-annual status report on the work of the Chief Administrative Office Service Integration Branch (CAO-SIB). The report provides highlights of major activities performed by the Branch since the last report was submitted to your Board on May 15, 2006. The projects include those for which SIB has a lead or partnering role in collaboration with the County's health and human service departments, the New Directions Task Force (NDTF), Interagency Operations Group (IOG), Children's Planning Council (CPC), Emancipation Program Partnership, and the Special Needs Housing Alliance.

- **Goal 5 Children and Families' Well-Being:** As follow-up to the 64 Community Forums sponsored by CPC and the County, a debriefing survey of County participants was developed to get participants' assessment of what they learned through the process, how it furthered County-community partnerships, and supported the implementation of their department's mission. In addition, a strategic planning session with NDTF department heads, IOG members, and CPC representatives was held to: 1) discuss development of the County's community building principles; 2) align the IOG work plan with Goal 5 Strategies; 3) understand the roles, responsibilities, and reciprocal relationships between NDTF, IOG, CPC, Service Planning Area and American Indian Children's Councils, CAO-SIB, and Department of Human Resources; 4) develop and implement with CPC the Community Building Institute to further community leadership development and capacity building.

- **Children and Families Budget:** The FY 2006-07 Children and Families Budget (CFB) marked the final year of a 5-year implementation plan to comprehensively inventory County departmental programs for purposes of improving the well-being of children and families. During the past year an assessment of the CFB's usefulness has been conducted and as a result the CFB is being restructured to transform it from a program inventory to an integrated, performance based analytical budget report aligned around the Goal 5 outcomes and the *Performance Counts!* performance measurement framework. Beginning at the end of calendar year 2007, the restructured CFB will be issued in the November-December time frame, so that it can include Final Budget information for the current fiscal year and provide an analysis of cross-departmental service integration accomplishments, as well as service gaps and/or overlaps, and the impact of the County's efforts on the well-being of families.
- **Homeless Prevention Initiative:** On April 4, 2006, your Board approved the Homeless Prevention Initiative (HPI) including \$80 million dollars in one-time County General Funds to establish a Homeless and Housing Program Fund (HHPF) and an annual ongoing allocation of \$15.4 million from the County General Fund to support the implementation and administration of ten key recommendations aimed at serving homeless individuals/families and those at-risk of homeless. The HPI was developed by a collaborative work group composed of the following County departments and agencies that utilized a stakeholder process involving a myriad of homeless advocates, private service providers, and other public agencies: Departments of Children and Family Services (DCFS), Health Services (DHS), Mental Health (DMH), Probation, Public Health (DPH), Public Social Services (DPSS), Sheriff, and the Community Development Commission (CDC). The HPI was funded on June 26, 2006 when your Board approved the FY 2006-07 County Budget. On September 26, 2006, your Board approved a spending plan for the HHPF and accepted a status report on implementation of the other ten HPI programs. In December 2006, your Board took three additional actions to implement the HHPF: 1) on December 5 approved actions recommended by DHS to implement the Access to Housing for Health; 2) on December 12 approved appropriation adjustments to various County departments to implement the \$17.3 million of HHPF County Discharge Policies, Rental Subsidies, Moving Assistance, and Eviction Protection Programs and \$2 million for your Board approved program to house 500 Skid Row Families outside of Skid Row; and 3) on December 19 approved a sole source contract with Socialserve.com to develop an internet-based housing database website that will provide information on affordable rental housing, as well as emergency and transitional housing.

- **Service Integration to Support Families (formerly Multi-Agency Co-location and Service Integration Project for the East San Fernando Valley (ESFV) Family Support Center):** Service integration efforts developed to support the proposed East San Fernando Valley Family Support Center have been expanded into a service integration project between the DCFS and DPSS that focuses on families receiving child welfare services that are also receiving or could be eligible to receive CalWORKs. The integration model is known as "Linkages" and is being coordinate by a Linkages Planning Committee composed of deputy directors of DCFS and DPSS and supported by the CAO-SIB. Linkages has been piloted in two DCFS offices (North Hollywood and Metro North) where two DPSS Linkages GAIN Services staff have been co-located to work with DCFS staff to enhance the DCFS Team Decision Making process, as well as to provide increased coordination with the other Linkages protocols which include: CalWORKs eligibility screening, CalWORKs family reunification services, and Welfare-to-Work Family Preservation services. Extensive cross-training of DCFS and DPSS staff from the management to the line level has been conducted. It is anticipated that Linkages will be implemented Countywide beginning in the first quarter of 2007.
- **One-e-App:** Meetings of the County's One-e-App Technology Task Force composed of the Chief Information Officer, DPSS, DHS, DPH, and CAO-SIB are continuing to address issues with the proposal design and documents to implement the One-e-App Phase II. The One-e-App Technology Task Force along with County Counsel are meeting with One-e-App staff and attorneys to resolve County issues with provisions of the One-e-App proposed MOU, sublicense agreement and services agreement. In June 2006, an RFP was released by One-e-App to approximately 80 community-based organizations who may be potential users of One-e-App; County departments participated in the RFP evaluation process in August 2006. Representatives from County departments and the CAO-SIB staff are planning site visits to Alameda, San Mateo, Santa Clara, and Santa Cruz counties; however, we have been unable to schedule the site visits to date.
- **Research and Evaluation Studies:** In June/July 2006, the following CalWORKs reports/studies/evaluations were completed: 1) a draft report of the second part of the study on sanctions and CalWORKs families; 2) a study evaluating the DPSS outreach pilot program to reduce sanctions; 3) a report on DPSS' program for adolescent parents receiving CalWORKs and in the Cal-Learn program; and 4) a report evaluating the implementation of SB 1104, which requires all GAIN participants complete a Welfare-to-Work Plan within 90 days of enrollment in GAIN.

Research and evaluation projects that were initiated and are currently underway include: 1) a study on CalWORKs Specialized Supportive Services which will result in reports tracking participants' progress from referral to treatment to exit; 2) a proposal to implement an Indigent Adults Linkages Project to explore how the linkage of records between separate County departments would benefit the assessment of client needs and the delivery of services; and 3) a research plan and design document to describe how the evaluation of the General Relief Housing Subsidy Pilot Program of the HPI will be conducted.

The CAO-SIB Research and Evaluation Section also completed or initiated a number of other projects in support of County departments including: 1) a review of six budget allocation models of current collections in all child support agencies in California; 2) an MOU was signed in June 2006 by the Economic Roundtable, the California Institute for Mental Health, CAO and DPSS to conduct general research related to family well-being and self-sufficiency for families receiving cash aid from DPSS. CAO-SIB Research and Evaluation Section will work with the Economic Roundtable to provide data and other information for this Board-requested project.

- **Geographic Information Systems:** Beginning in summer 2006 and continuing as needed, the Geographic Information Systems (GIS) unit created unincorporated area maps for Board offices and the CAO Office of Unincorporated Area Services and Special Projects in order to begin the process of defining community boundaries. This collaborative process will take some time to complete and many more maps will be required as changes are requested and the community boundaries are finalized. Other projects begun in this reporting period include a County parks locator application and Sheriff reporting district maps.
- **Urban Research:** Activities this reporting period included: 1) a new contract for expert demography consulting services commenced in March 2006. The contractor delivered County population estimates at the Census Tract level as of June 2005 during this reporting period; 2) a collaborative effort with the City of Los Angeles to lead 2010 Census outreach efforts and to begin planning the technical aspects of the Census data collection; 3) Medi-Cal recovery opportunities identified on behalf of the Department of Health Services totaled \$398,405 and on behalf of the Department of Mental Health totaled \$2,068,197.
- **Policy Roundtable for Child Care:** In response to a motion by the Fourth Supervisorial District approved by your Board on June 7, 2006, the CAO's Office of Child Care has submitted on behalf of the Policy Roundtable for Child Care a detailed implementation plan to pilot the Steps for Excellence Program (STEP), which is a child care program quality rating system for Los Angeles County. Three seminars were held to explore tools and best practices. The STEP program was

approved by your Board on December 12, 2006; included with the approval was direction to the CAO to report back with a plan to fund \$200,000 of the program for the first year, and direction to send a five-signature letter to the First 5 LA requesting financial participation in STEP.

The May revised State budget included \$50 million to implement part-day, part-year preschool programs for four-year olds in low performing school districts. This proposal was incorporated into AB 172. The Roundtable will be monitoring the implementation of AB 172.

- **Investing in Early Educators Stipend Program:** The program processed 3,276 continuing education stipends, totaling over \$6.5 million that were paid out to persons working in child development programs in Los Angeles County. AB 1285 was signed in September 2005 and became effective in January 1, 2006. This bill allowed the Investing in Early Educators program to enroll persons working in family child home education networks, and persons working in family child care homes and child care centers where a majority of the children are subsidized with State funds. A total of 204 family child care providers were awarded stipends in Cycle 7, which ran from January to May 2006.

The final report on the evaluation of the Investing in Early Educators Stipend Program was available in February 2006 and revealed that the program helped to retain qualified staff in the field and specifically in California Department of Education (CDE) funded centers.

- **Centralized Eligibility List (CEL):** On January 17, 2006, your Board adopted a contract with the CDE to expand the operations of the Centralized Eligibility List project. Since that time, the number of CDE-funded contractors registered has increased from 24 agencies to 114. Outreach materials have been developed and translated into multiple languages for distribution and posted on the Office of Child Care website. As of August 2006, CEL had 36,569 active child records.
- **Customer Service and Satisfaction Standards:** The CAO-SIB staffs the Countywide Customer Service and Satisfaction Network (CSSN). In November 2006, 15 departments comprising 116 County work sites participated in a Countywide customer satisfaction survey. A total of 7,200 surveys were received and are in the process of being processed and analyzed. A report on the findings of the survey will be available in the first quarter of 2007.

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- **Revenue Maximization:** Los Angeles County received State and Federal approval for Medical Administrative Activities (MAA) programs, beginning with FY 2002-03 Second Quarter. For FY 2004-05, the County received a total of \$2,462,546 in MAA revenue and anticipates an additional \$5,367,779 for invoices already submitted.

The County currently has Targeted Case Management (TCM) programs within the Public Guardian and Probation departments. For FY 2004-05, Public Guardian received \$1,576,923, and Probation received \$904,534 in TCM revenues. For FY 2005-06, Public Guardian received \$1,112,454 and Probation received \$1,632,342 in TCM revenues.

During 2006, Los Angeles County entered into an agreement with First 5 LA for the implementation of MAA. Through their 29 grantees providing MAA services within all Supervisorial Districts and Service Planning Areas, First 5 LA will educate children and families on health care services available to Medi-Cal eligible and potentially eligible clients and receive reimbursement under the MAA program.

If you have any questions regarding this report, please contact me or your staff may contact Lari Sheehan of my staff at (213) 893-2477 or lsheehan@cao.lacounty.gov.

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c: New Directions Task Force
Children's Planning Council
Interagency Operations Group